

**Oct 31, 2024**

**Late afternoon update:**

After much investigation, our White Oak Springs cluster mailbox was not broken into, nor vandalized. It turns out to be USPS procedure that if the Postal Mail Carrier cannot close the main access box, the entire cluster is considered "Out of Service" and they leave it wide open. The intent was for the USPS mail carrier to post an "OOS" sign the next day, on Saturday that anyone delivered mail at this cluster box would need to pick up at the post office until the cluster box is repaired.

After a board member contacted the main post office at 713-226-3608 and was transferred to our local post office inspector, and inspector immediately came out to investigate the damage.

The USPS inspector was greeted by a neighbor and after her inspection, she explained the process and pointed at the damaged main access box. We were told that the cluster would be "OOS" until the property owner can repair the damage and said she would send the part numbers for any parts we would need to order. She also said the "OOS" sign would be posted by the mail carrier next day service.

The same neighbor noticed that the issue was some bent metal and said it might be repair by taking a hammer to it. We asked him to take a hammer to it, as there was nothing to loose at this point. He did and it fixed the bent metal issue. When the Postal carrier came to delivery the mail Friday (later the same day), he met the mail carrier and asked if she could try to latch/close the main access box and it close PERFECTLY.

At this point, "No further action is needed" and the issue is closed.

Below as screenshots of the text messages and pictures of the final results.

I believe I fixed it however, we won't know for sure until the mail carrier gets here because the usps representative locked the deadbolt so I have to wait for the carrier to unlock it, then close it and confirm.



I simply bent the metal shelf down slightly so the main access door would close. It now appears to close smoothly without getting hung up.



Friday • 3:34 PM

The mail carrier is here and the box is working fine. No need for any further action.

**USPS Mailbox located on White Oak Springs Dr** – Reported by homeowner on White Oak Trace Dr, that the United States Postal Service (USPS) mailbox was found opened as well as all boxes emptied out, with one box still having a parcel box key inside its box. It is unknown if it was vandalized and broken into, or if it was accidentally improperly closed the last time mail was delivered/serviced. When possible, please take pictures in case they are later needed and please share them with your HOA Board so they can be included in this Crime Awareness Corner.

Thank you to the homeowner that took the time to go investigate and close most of the frame, leaving only the MAIN ACCESS box semi-opened as it would not close or latch.

A report was filed with Houston Growth Management team for USPS 1st thing 11/1/2024.

Please be vigilant and if you see something like this, it can be reported to the HOA Board and APM (Action Property) but will need to be reported to the USPS.

After an online search for “who to phone if the community mailbox is broken, I got this result: <https://www.uspis.gov/news/scam-article/mailbox-vandalism>

If your community's cluster mailbox is broken or missing and you need a new one, you can call (713) 226-3608 or email [HoustonGrowthManagement@usps.gov](mailto:HoustonGrowthManagement@usps.gov).

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### People also ask :

Who is responsible for broken cluster mailboxes?

If the box is owned and maintained by the US Postal Service and is damaged/broken then contact **your local Post Office**. If the LPO does not service the mailbox, this means the property owner or manager is responsible for the maintenance.



USPS

<https://faq.usps.com/s/article/Mailbox-The-Basics>

[Mailboxes - The Basics - FAQ | USPS](#)

In this case, the HOA Board was contacted by text and phone, and pictures were taken. If the crime is actively taking place, please immediately contact the following numbers to report this:

If it's an emergency, call 9-1-1

Otherwise call the Sheriff's Department (713-221-6000, option #1)

Email pictures and a report to the HOA Board at [WOSHOABoard@gmail.com](mailto:WOSHOABoard@gmail.com) so we can keep our neighbors aware of these incidents and lookout for each other.

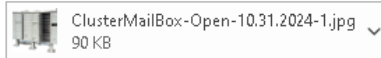
Screenshot of USPS Report:

## White Oak Springs: Reporting Damaged & Vandalized Cluster Mailbox

☺ Reply Reply All → Forward ⋮

To ○ HoustonGrowthManagement@usps.gov  
Cc ○ WOSHOA Board

Fri 11/1/2024 7:04 AM



### Reporting Damaged Cluster Mailbox

Date: October 31, 2024 (reported approx. 5pm, after the mail carrier had already delivered the mailed)

Location: On White Oak [Springs Dr, Cypress TX 77429](#), near the corner of White Oak Springs Dr and White Oak Trace Dr.

A homeowner called an HOA Board Member to report that the Cluster Mailbox on White Oak Springs Dr was wide open with all mailboxes empty, and one mailbox having a parcel key left in it, but the parcel boxes were also open and empty. It is unknown if it was vandalized and broken into, or if it was accidentally improperly closed the last time mail was delivered/serviced.

Because all the boxes were empty, it is suspicious that it was broken into.

A second homeowner pushed the doors of the cluster box closed with the exception of the MAIN ACCESS box left semi-open as it would not latch or closed.

Attached are pictures that were texted to myself by the two different homeowners. (the homeowner 1<sup>st</sup> reporting the open cluster mailbox, and the 2<sup>nd</sup> helping to close the doors)

We would like some attention on this as it was reported that the cluster mailbox might be damaged by whoever opened it. You are welcome to contact me if needed.

White Oak Springs HOA Board

Screenshot of pictures texted by 2 homeowners:



